



INDIANA COMMISSION *for* HIGHER EDUCATION

JOB ANNOUNCEMENT

Student Support Specialist & Receptionist

JOB POSTING ID: 598904
APPLY BEFORE: October 13, 2015
LOCATION: Indianapolis
HIRING SALARY: \$35,000 minimum but will be commensurate with experience.
TO APPLY: www.careers.IN.gov

SPECIAL NOTICE:

To be considered, applicants **MUST** submit a thorough application and email a cover letter with salary expectation as well as a resume to: csbank@che.in.gov. (Please reference this job posting in the subject line.)

JOB DESCRIPTION:

Employee serves as front desk receptionist and provides support to students and parents concerning all State of Indiana student financial aid programs as a member of the Commission's Student Support Center. Employee fulfills a vital role within the Commission, which is responsible for distributing over \$300 million in state financial aid awards annually. Representative responsibilities include but are not limited to:

- Serves as the initial point of contact for the Commission's visitors and callers as the front desk receptionist;
- Responds to questions concerning all State of Indiana student financial aid programs posed by students and parents over the phone, through email, and in person;
- Maintains student accounts in various Commission software systems, including GRADS, SEAS, and ScholarTrack;
- Processes and decides initial student financial aid appeals;
- Develops, coordinates, and recommends changes for improvement in workflow, identifies concerns and recommends solutions to policies, procedures, and practices as applicable;
- Develops positive working relationships with stakeholders to meet Commission goals, meet quarterly, bi-annual, and annual performance expectations;
- Performs other related duties as assigned.

PREFERRED EXPERIENCE:

- Minimum of a bachelor degree required and two (2) years of experience preferred. Internship experience may substitute for work experience.



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- Excellent customer service skills; must possess the ability to troubleshoot and resolve issues;
- Knowledge of federal and state laws, rules, regulations, policies, and procedures pertaining to state financial aid programs;
- Strong understanding of the Commission's mission, vision, projects, and initiatives;
- Ability to conduct research and draw logical conclusions;
- Must possess excellent problem-solving, critical thinking and analytical skills;
- Ability to communicate clearly and effectively;
- Ability to make sound and well-informed decisions; perceives the impact and implications of decisions and commits to action;
- Ability to effectively prioritize a variety of projects and functions;
- Ability to establish and maintain positive, effective working relationships with team members;
- Ability to maintain confidentiality and work in a high profile environment;
- Proficiency with Microsoft Office, personal computers, and standard office equipment.